

Troubleshooting

1. Base Station doesn't show *Online* after registering it

- Make sure the Base Station is connected to a router with internet connection.
- Make sure the router has DHCP enabled.
- If after checking this the Base Station doesn't come online, power it off and then power it on with the ethernet cable connected to the router. Wait for a minute for the Base Station to boot up.

2. There is no response when sending commands and downlinks from the Config Tool

Follow the registration process and make sure the Base Station comes online. Follow the instructions in #1 if necessary.

If this doesn't work, please contact us.

3. The Base Station ID provided by Ubiik and ID displayed when connecting to Base Station to the Config Tool don't match.

Please contact us.

4. End Device can't register.

- Make sure you have registered your Base Station and that it has become online
- Check that Base Station Channel and End Device frequency match.

Channel setting WARFCN in Base Station can be found either from Web Tool or Config Tool.

In the End Device, you can get the WARFCN value with the AT command `AT+WARFCN=?` and set it with `AT+WARFCN=X` where *X* is the value to set.

- Check that the MCS setting in the Base Station and End Device match

	SIB_MCS in Config Tool configuration view	End Device
GMSK, 100Kbps, FEC OFF	0	0
PSK, 12.5Kbps, FEC	1	2
GMSK, 50Kbps, FEC ON	2	6
PSK, 6.25Kbps, FEC ON	3	8

In the End Device, you can get the MCS value with the AT command `AT+MCS=?` and set it with `AT+MCS=X` where *X* is the value to set.

5. End Device is stuck in security (green LED)

Make sure Base Station and End Device are running the same firmware version. Upgrade Base Station and End Devices to the latest firmware version available.

6. Can't Find Base Station using Config Tool

If you press *Find* in the Config Tool and after a few seconds the result is that no Base Station was found in your local network, please:

- Make sure your Base Station and your computer are connected to the same local network
- Make sure you have registered your Base Station (see #1)

7. My Base Station is no longer in my Dashboard

- a. Your SDK license has probably expired
- b. Go to *Base Stations* in the menu.
- c. Click on *more* and check if your License has expired

8. The cloud fails when I try to send a *Command* or a *Downlink* from the cloud, I get “*Please make sure that your Base Station is Online*”

- Make sure your license has not expired (see #7)
- Make sure your Base Station is online (see #1)

9. I can't see temperature or humidity with the *Temperature and Humidity offline demo*

- Make sure you have a device sending uplinks. You can check this by looking at the *Uplinks* screen in the Config Tool
- Set the application type to *Temperature and Humidity* in the End Device via LilyGUI. Use the AT command `AT+APPTYPE=1`

10. I can't see any RSSI values with the *RSSI offline demo*

- a. Make sure you have a device sending uplinks. You can check this by looking at the *Uplinks* screen in the Config Tool.
- b. Set the application type to *Temperature and Humidity* in the End Device via LilyGUI. Use the AT command `AT+APPTYPE=0`

11. The application is not creating the files it is supposed to create

Make sure you are running the application from a directory where you have write permissions, otherwise the files won't be created.